

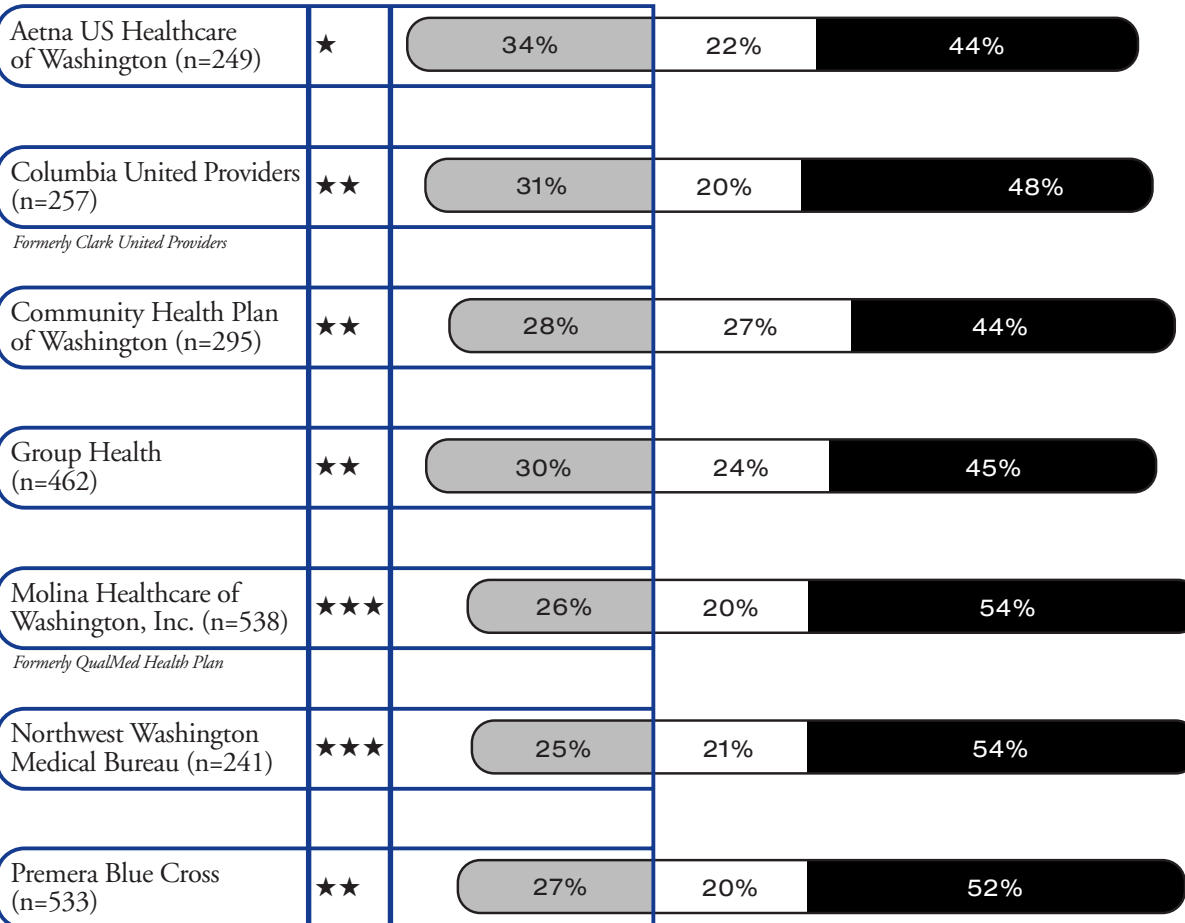
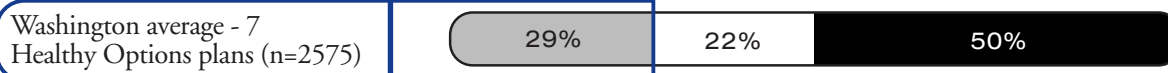
Children with Special Health Care Needs

Core CAHPS Questions Composite

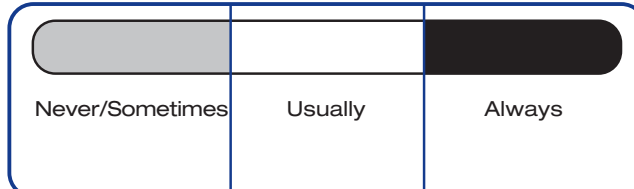
HEALTHY
OPTIONS

Getting Care without Long Waits

This chart summarizes the responses to survey questions 19, 21, 24, and 30 contained in the composite, "Getting Care without Long Waits." Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Children with Special Health Care Needs

Core CAHPS Questions

Question 19

Getting Care without Long Waits

Q19. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"

Washington average - 7
Healthy Options plans (n=2005)

15%

22%

63%

Aetna US Healthcare
of Washington (n=195)

★

27%

19%

54%

Columbia United Providers
(n=215)

★★

14%

26%

60%

Formerly Clark United Providers

Community Health Plan
of Washington (n=193)

★★

20%

27%

52%

Group Health
(n=359)

★★

19%

23%

57%

Molina Healthcare of
Washington, Inc. (n=426)

★★★

9%

20%

71%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=195)

★★★

8%

22%

71%

Premiera Blue Cross
(n=422)

★★

13%

21%

66%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.



Never/Sometimes

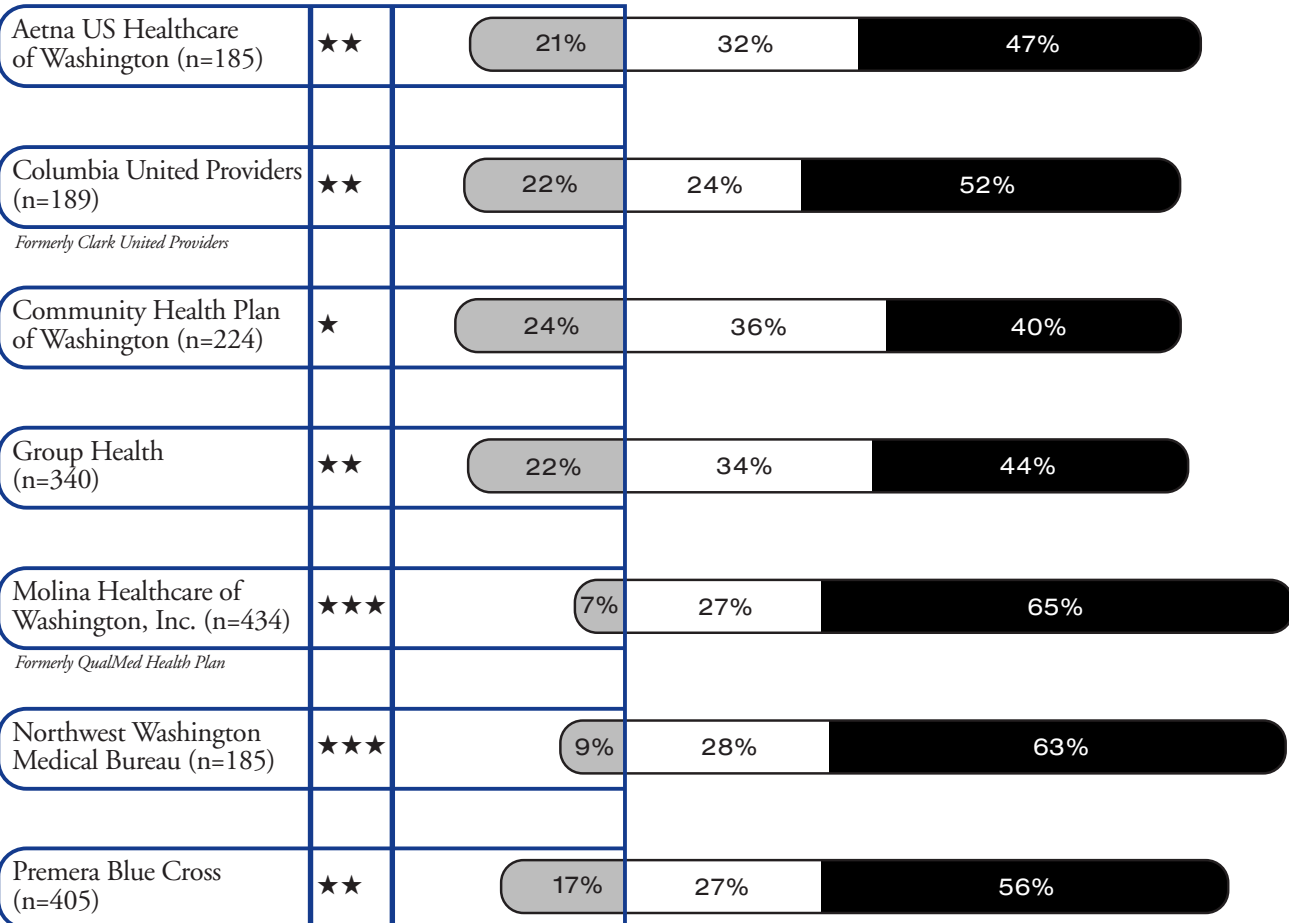
Usually

Always

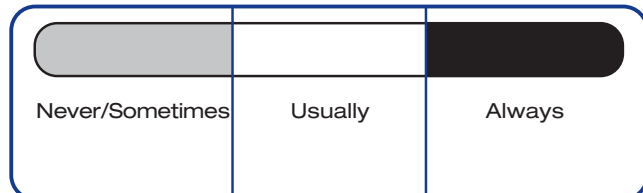
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Getting Care without Long Waits

Q21. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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Children with Special Health Care Needs

Core CAHPS Questions

Question 24

Getting Care without Long Waits

Q24. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"

Washington average - 7
Healthy Options plans (n=1394)

13%

19%

68%

Aetna US Healthcare
of Washington (n=135)

★★

17%

25%

58%

Columbia United Providers
(n=148)

★★

16%

18%

66%

Formerly Clark United Providers

Community Health Plan
of Washington (n=153)

★★

17%

23%

61%

Group Health
(n=245)

★★

11%

21%

68%

Molina Healthcare of
Washington, Inc. (n=311)

★★

14%

15%

70%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=122)

★★

11%

18%

70%

Premiera Blue Cross
(n=280)

★★

9%

17%

74%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.



Never/Sometimes

Usually

Always

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response item category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Children with Special Health Care Needs

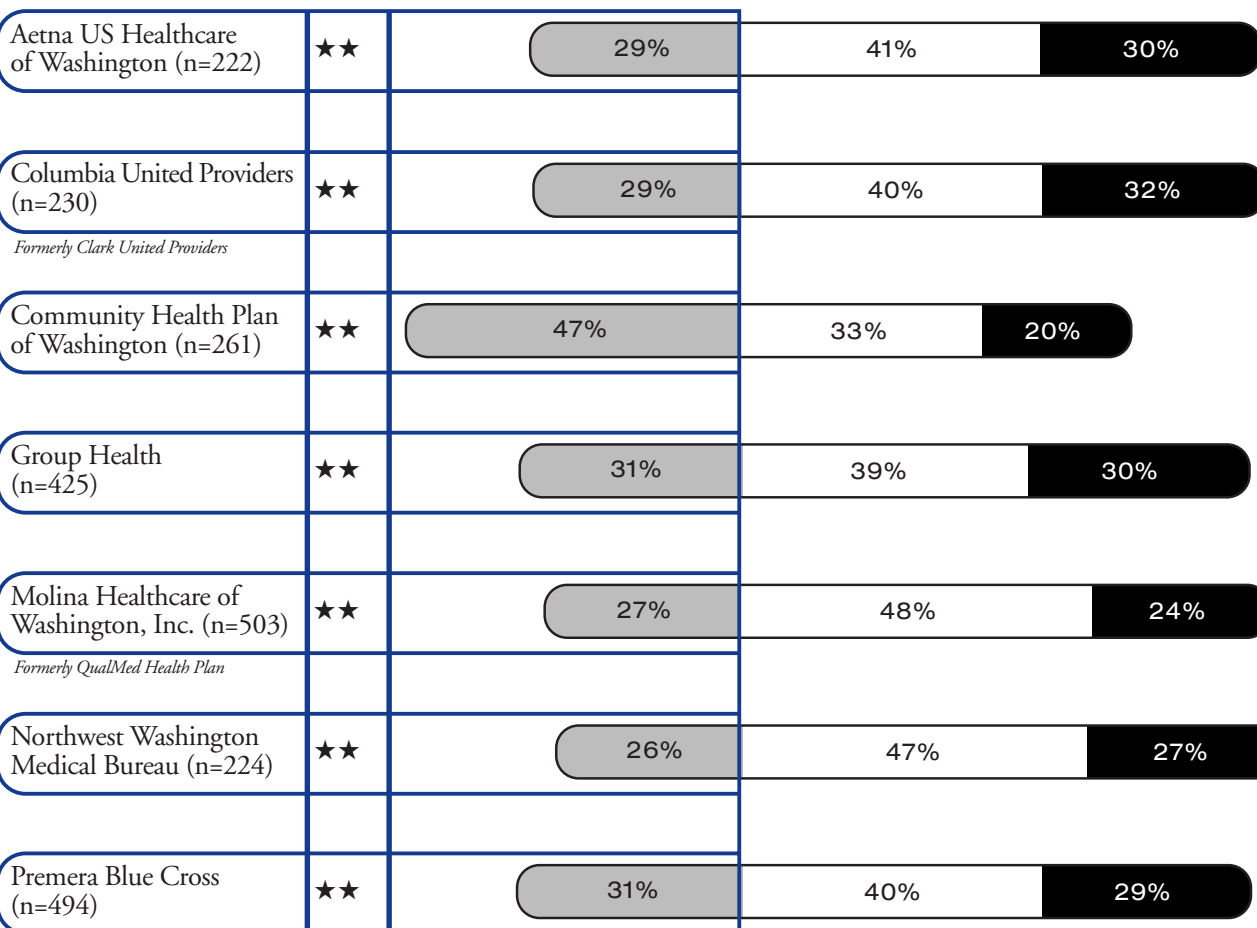
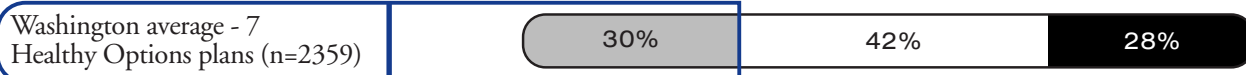
Core CAHPS Questions

Question 30

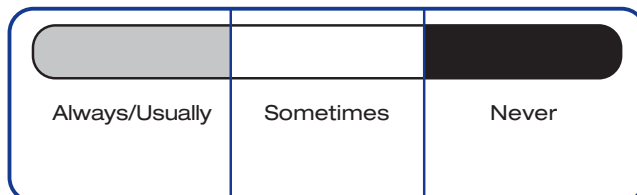
HEALTHY
OPTIONS

Getting Care without Long Waits

Q30. "In the last 6 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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